



Baldwin Wallace University Technology: 2017-18 Quick Card for New Faculty & Staff



YOUR BW USER NAME & PASSWORD Start by going to: myaccount.bw.edu and clicking on “I don’t know my user name.” You’ll verify your identity by answering a few security questions. Once authorized, you will be assigned a user name and be able to create a password. Use this same site if you ever forget or need to change your password. Your BW network account provides access to the Internet, portal, email, and all programs at BW!



WIRELESS CONNECTIVITY From your mobile device, search for wireless networks and choose “BW_WiFi_SetUp.” A browser window will open and prompt you to download “Xpress Connect” and register your device. (From a computer, you can also go directly to: setupmywifi.bw.edu to begin the process.) Once registered, you will switch to the secure “Baldwin-Wallace” network. You’ll need to register each wireless device you use separately.



OFFICE 365 – MICROSOFT OUTLOOK EMAIL BW faculty and staff use the Microsoft Outlook email client, part of Office 365. Your BW email address is the same as your user name, followed by @bw.edu. Click the Outlook icon on your desktop to connect to your email & calendar. To get off-campus access to your BW email, log in at: <http://owa365.bw.edu>.



MOBILE ACCESS TO YOUR BW EMAIL It’s easy to access your BW email from your iOS or Android mobile device. Easy-to-follow setup instructions are available on the IT help site. Use this direct link for quick access: <http://help.bw.edu/communicationEmail.html>.



SHORETEL PHONES AND ONLINE DIRECTORY BW offices are equipped with ShoreTel VoIP (Voice over IP) telephones. “Quick Card” tutorials with user setup and voicemail instructions are available online at: help.bw.edu (keyword: “ShoreTel”). BW-issued cell phone accounts are managed by Telecommunications. Call x2331 for assistance. Directory listings can be found at: www.bw.edu/phone or by using the directory in the ShoreTel Communicator.



PRINT ~ COPY ~ FAX All of BW’s academic and administrative buildings are equipped with centrally-located, networked multi-function devices (MFDs) for faculty and staff to print, copy, and fax documents. Students use the “Jacket Print” by Wēpa kiosks located all over the BW campus. (Faculty and staff do not have accounts for the Wēpa kiosks.)



IT SUPPORT SERVICES IT Support Services are available by telephone, online, or in-person for technical assistance. The HelpDesk is located on the main Floor of Ritter Library and can be reached at (440) 826-7000. Find answers with the online, self-service knowledge base: <http://help.bw.edu>. You’ll find documentation and instructions for common technology questions. You can also use the site to chat online with a support rep or log a help ticket.



“MyBW” INTRANET PORTAL “MyBW” is the intranet portal for faculty, staff, and students. Find it at my.bw.edu. Access it daily for news, announcements, and resources. The Menu button (upper left) will open the search engine to help you locate what you need. MyBW provides users with single sign-on access to most of BW’s campus applications and resources.



BLACKBOARD LMS Blackboard is BW’s Learning Management System. Faculty and students use Bb to share course documents, upload assignments, post/view grades, and conduct online discussions. Access Bb at: bb.bw.edu or via the “MyBW” portal. Bb training and support is available to faculty from the Ed Tech instructional designers at Ritter Library.



WEBEXPRESS Faculty and staff utilize WebExpress for advising and budgeting tasks. It is also a tool for submitting “Because We Care” notifications. Students use WebExpress for registration and some administrative functions. New students use it to register for orientation and complete forms. WebExpress can also be accessed from a link on the “MyBW” portal.



COLLEAGUE BY ELLUCIAN Colleague is BW’s Enterprise Resource Planning system which maintains administrative data on people, courses, budgets, and statistics. Access to Colleague is assigned based on your role at BW. Basic training and report writing is offered by IT. Users can access Colleague from off-campus via the “Virtual Desktop” client (see instructions below).



VMWARE “HORIZON VIEW” “Virtual Desktop” gives faculty, staff, and students remote access to BW lab software from anywhere! Download the client at: labs.bw.edu. Log in from the new shortcut icon on your desktop. Fac/Staff should select “Fac/Staff Gen Pool” from the menu. Click the Windows start button to view the list of programs. To exit, click “Options” then “Disconnect.” Minimize the client to switch to your own desktop at any time.



ONEDRIVE FOR BUSINESS All BW faculty and staff members get a OneDrive for Business account. OneDrive for Business is a ‘sync and store’ account for storing your files securely. It maintains both a local copy and cloud backup of all of your files and prevents loss of data due to device failure, theft, or loss. Use the instructions at help.bw.edu (keyword “OneDrive”) for setup assistance (PC/Mac friendly). One terabyte of storage space included!



ATOMIC LEARNING BW faculty, staff, and students have free, unlimited access to “Atomic Learning” online training videos. With thousands of topics available on-demand, you can brush up on rusty skills or acquire new ones. From Excel to Blackboard, these videos will help you become more proficient. Check out Atomic Learning at: www.bw.edu/atomic.

Welcome to BW! If you have questions, please call IT Support Services @ x7000.